

W-02113A-07-0551



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ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

RECEIVED

4-100

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72140

Date: 10/15/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Michael

Petrone

Account Name:

Michael and Carrie Petrone

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

Fountain Hills

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Chaparral City Water Company

Division:

Water

Contact Name:

Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

10/15/08

Michael/Carrie Petrone

Phone: [REDACTED]

Email: [REDACTED]

Arizona Corporation Commission

DOCKETED

OCT 15 2008

DOCKETED BY

[Signature]

Docket you wish to comment on: Water Rate Increase

Case or Utility Name: Chaparral City Water

Docket Number: W-02113A-07-0551

Position on Docket: Con

As 30 year residents, we've seen many changes in Fountain Hills. Rate increases from time to time are necessary in order to keep up with growth and advance technology, but a 40 percent increase! Carrie and I are absolutely opposed to the proposed rate increase. Justification is necessary and asking doesn't automatically guarantee receiving. I would hope the commission "would hold their feet to the fire", ask many questions and require substantiated proof before granting any rate increase.

Carrie and Mike Petrone

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/15/08 Emailed response to Mr. Petrone.

October 15, 2008

RE: CHAPARRAL CITY WATER COMPANY

Dear Mr. Michael Petrone:

Your letter regarding the Chaparral City Water Company ("Chaparral") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72140
